



DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service

Albuquerque Area Indian Health Service
5300 Homestead Road, NE
Albuquerque, New Mexico 87110

DPM -98-61

MEMORANDUM

Date: November 4, 1998

From: Director, Albuquerque Area Indian Health Service

Subj: Courtesy and Respect in the Workplace Policy

To: All Albuquerque Area Civil Service Employees and Commission Corps Officers
All Contractors, Volunteers and Other Providers

The single most important thing we can offer our patients, co-workers, clients and customers is courtesy and respect in our day-to-day dealings.

No matter what your job title, grade, duties or responsibilities are, your number one job is to perform those duties and responsibilities in a manner that is consistent with the standards of conduct outlined in the Department's Standards of Conduct, Subpart C – Conduct on the Job, 73.735-301 Courtesy and Consideration for Others. This Subpart reads as follows:

- (a) An employee's conduct on the job is, in all respects, of concern to the Federal Government. Courtesy, consideration, and promptness in dealing with the public must be shown in carrying out official responsibilities, and actions which deny the dignity of individuals or conduct which is disrespectful to others must recognize that inattention to matters of common courtesy can adversely affect the quality of service the Department is responsible for providing.
- (b) Of equal importance is the requirement that courtesy be shown in day-to-day interaction with coworkers. Employees shall, at all times, be polite to and considerate of other employees, and shall respect their needs and concerns in the work environment.

I expect each individual who works on the premises of the Albuquerque Area IHS to adhere to these requirements. I expect each supervisor and/or manager to hold their subordinates responsible for meeting this standard and taking appropriate corrective action when individuals violate it. I also expect higher level management to take appropriate corrective action when first line supervisors fail to exercise their supervisory responsibilities.

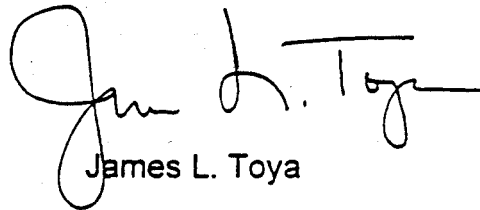
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While I am emphasizing only one of the sections under Subpart C, I expect each supervisor and manager to become very familiar with the entire subpart (attached). I also expect each supervisor to assure that anyone over whom they exercise control are knowledgeable of and adhere to all aspects of the Standards of Conduct.

I am issuing this policy memorandum so there is no mistake about how serious I am about assuring courtesy, respect and dignity in the work place. Everyone from patients clients, customers and employees have the right to expect a professional environment when they walk through the doors of any Albuquerque Area IHS facility.

This memorandum is to be distributed "desk to desk" with supervisors assuring that each employee, officer, contractor and/or volunteer has knowledge of it and initials a copy of the memorandum. Service Unit Directors and Division Directors are to assure that this memorandum is posted in appropriate places in plain sight of anyone entering their work area.

If you have questions or need assistance, you may contact Sue Duran, Ernestine Overfield or Pat Tomhave located at the Area Personnel Office. You may reach them at (505) 248-4510.



James L. Toya

Attachment